

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6008213	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 07/22/2016
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

SANDWICH REHAB & HCC

**902 EAST ARNOLD STREET
SANDWICH, IL 60548**

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S9999	<p>Final Observations</p> <p>Licensure Violations: 300.610a) 300.3240a)</p> <p>Section 300.610 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee, and representatives of nursing and other services in the facility. The policies shall comply with the Act and this Part. The written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, documented by written, signed and dated minutes of the meeting.</p> <p>Section 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident</p> <p>These requirements are not met as evidenced by:</p> <p>Based on interview and record review the facility failed to ensure a resident was free from verbal abuse by E13 on July 14, 2016.</p> <p>This failure resulted in R1 feeling frustrated and humiliated by E13. This applies to 1 of 3 residents (R1) reviewed for abuse in the sample of 3. The findings include: R1's Minimum Data Set dated June 16, 2016 shows a BIMS (Brief Interview of Mental Status) score of 15 (cognitively intact), no hallucinations,</p>	S9999		

Attachment A
Statement of Licensure Violations

Illinois Department of Public Health

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

08/11/16

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NAME OF PROVIDER OR SUPPLIER SANDWICH REHAB & HCC			STREET ADDRESS, CITY, STATE, ZIP CODE 902 EAST ARNOLD STREET SANDWICH, IL 60548		
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S9999	Continued From page 1 and no delusions. On July 21, 2016 at 10:15 AM, R1 stated, around 7:00 the morning of July 14, 2016, he was walking past the nurse's station and R1 said aloud, "What an a**-hole." R1 said he did not direct it to any individual in particular. R1 said he did not realize E13 (Licensed Practical Nurse) was behind the nurse's station area. R1 said E13 replied, "No, you're the a**-hole." R1 stated a "loud yelling match" of words began between himself and E13. R1 said he did "go nuts" and could not remember verbatim what words were exchanged. R1 said, "(E13) had a dream I was a scary monster and then she began treating me like one." R1 said, "(E13) should have walked away from me when I began to lose my temper. She (E13) did not deescalate the situation at all." R1 said he began walking away from the nurse's station when E13 followed him and said, "You're a c**t." R1 said he felt extremely frustrated and humiliated during the encounter with E13. On July 21, 2016 at 11:30 AM, E5 (Licensed Practical Nurse) stated she witnessed the incident between R1 and E13 on the morning of July 14, 2016. E5 stated they "had words." E5 said E13 called R1 a "psycho, psych-stalker, or something like that." E5 said E13 used a loud voice and continued to yell back and forth with R1. E5 stated she heard "bickering continue down the hall but could not make out what exactly was said." On July 21, 2016 at 12: 40 PM, E2 (Director of Nurses) stated she received a phone call from E13 on the morning of July 14, 2016. E2 said E13 explained to her there was an incident that morning between E13 and R1. E13 stated R1 was "out of line" and admitted calling R1 a "crazy, psycho-stalker." E2 said that was not appropriate language for facility staff to use with any resident. On July 21, 2016 at 12:50 PM, E3 (Registered	S9999			

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S9999	Continued From page 2 Nurse) stated she witnessed the incident between R1 and E13 on the morning of July 14, 2016. E3 stated R1 and E13 began a verbal altercation at the nurse's station, but could not hear exactly what was said until the altercation continued down the hallway. E3 said, "I clearly heard (E13) say to (R1) 'you're acting like a psycho-stalker.' " E3 said she had to physically intervene between the two in order to ensure resident safety. E3 said the exchange was "pretty loud, heated and E13's tone was very disrespectful." E3 said E13 did not try to disengage with the resident and continued to argue with him. On July 21, 2016 at 1:25 PM, E12 (Certified Nurse Aide) stated she witnessed the incident between R1 and E13 on the morning of July 14, 2016. E12 said she heard E13 tell R1, "Stay away from me you hairy monster." E12 stated she heard E13 yell, "This is why I don't give him his meds." E12 said R1 yelled, "You're a f**ing c**t." E12 said E13 yelled back to R1 but she was unable to understand the exact reply. E12 said it was a loud tone and "most likely profanity." On July 21, 2016 at 1:20 PM, E1 (Administrator) stated E13's behavior was "definitely humiliating and willful" toward R1. E1 said, "(E13's) behavior was not appropriate facility staff conduct. E13 was arguing back and forth. (R1) told me she (E13) used profanity, something like 'no, you're a dirty c**t and psycho-stalker'." E1 said R1 was upset after the incident. E1 stated E13 immediately resigned after the July 14, 2016 incident. E13's personal file showed a hand written resignation letter signed by E13 on July 14, 2016. The facility's Abuse Prevention Policy revision dated 11/11/11 states, "This facility affirms the right of our residents to be free from abuse.....This facility therefore prohibits mistreatment, neglect or abuse of its	S9999			

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S9999	Continued From page 3 residents....." The policy also states, "Verbal abuse is the use of oral, written, or gestured language that willfully includes disparaging and derogatory terms to residents or families, or within their hearing distance, regardless of their age, ability to comprehend or disability..... (B)	S9999			